

VIRGINIA WORKFORCE COUNCIL

Basic Principles for Virginia's Performance Management System to Promote Continuous Improvement APPROVED MARCH 7, 2000

The following principles provide the background for the development of the workforce investment system in the Commonwealth of Virginia to enable the system to demonstrate value-added results for its customers and stakeholders, most notably the taxpayers of Virginia. While these principles are universal, initially this applies to Title I of the Workforce Investment Act (WIA) and performance negotiations between the Governor and the US Department of Labor; and the Governor and the Chief Local Elected Officials in each local workforce investment area.

- ◆ The Virginia Workforce Council's (VWC) workforce development vision for the State is the framework for performance management and continuous improvement. The VWC approved its Vision Statement on March 7, 2000 and it is published on the Virginia Employment Commission's Internet web site.
- ◆ The WIA offers the opportunity for significant change and unprecedented cooperation between the public and private sectors in supporting Virginia's workforce and economic development needs.
- ◆ In pursuit of the vision and in keeping with the Governor's directives, federal and state workforce development programs will be aligned around common goals and objectives.
- ◆ The needs of business, job seekers and workers are interrelated and neither can succeed without the other. Workforce development and economic development must be connected to achieve success.
- ◆ Performance measures should reflect the responsibility of Local Workforce Development Boards to build a workforce that is responsive to the industry and business needs of the region.
- ◆ Virginia's workforce strategy will be based on the Malcolm Baldrige seven principles of quality management – focusing on continuous improvement.

Those principles are:

- ◆ Leadership
- ◆ Strategic Planning
- ◆ Customer and Market Focus
- ◆ Information and Analysis
- ◆ Human Resource Focus
- ◆ Process Management
- ◆ Business Results.

- ◆ **Systems measures will be promoted, which go beyond programs and focus on customer satisfaction with a streamlined system and the success of all partners.**
- ◆ **A formal public recognition program will be established, based on Malcolm Baldrige's quality criteria, to spotlight Local Workforce Investment Boards and One Stops that exceed customer expectations and demonstrate high value-added results consistently over time.**
- ◆ **Performance measures for Title I of the Workforce Investment Act will be developed and negotiated for the state and local levels within the context of these principles.**